

SERIAL NUMBER <p style="text-align: center;">09/379,385</p>	FILING DATE <p style="text-align: center;">08/23/99</p>	CLASS <p style="text-align: center;">705</p>	GROUP ART UNIT <p style="text-align: center;">2761</p>	ATTORNEY DOCKET NO. <p style="text-align: center;">02950.P015</p>
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APPLICANT

RICHARD NEY, SAN JOSE, CA; KEVIN GARCIA, SAN JOSE, CA; DAVID L. BURNS, SAN FRANCISCO, CA.

****CONTINUING DOMESTIC DATA*******
 VERIFIED
none *DB*

****371 (NAT'L STAGE) DATA*******
 VERIFIED
none *DB*

****FOREIGN APPLICATIONS*******
 VERIFIED
none *DB*

IF REQUIRED, FOREIGN FILING LICENSE GRANTED 09/03/99

Foreign Priority claimed 35 USC 119 (a-d) conditions met <div style="display: flex; justify-content: space-between;"> <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> yes <input checked="" type="checkbox"/> no </div>	<input type="checkbox"/> Met after Allowance	STATE OR COUNTRY CA	SHEETS DRAWING 9	TOTAL CLAIMS 27	INDEPENDENT CLAIMS 3
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Verified and Acknowledged *DB*

Examiner's Initials
Initials

ADDRESS

ANDRE L MARAIS
 BLAKELY SOKOLOFF TAYLOR AND ZAFMAN LLP
 12400 WILSHIRE BOULEVARD 7TH FLOOR
 LOS ANGELES CA 90025

TITLE

METHOD AND PROCESS FOR ACCUMULATING AND SUMMARIZING DATA FOR DEFINED TIME INTERVALS WITHIN A CUSTOMER INTERACTION SYSTEM

FILING FEE RECEIVED <p style="text-align: center;">\$1,016</p>	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT NO. _____ for the following:	<div style="display: flex; flex-direction: column;"> <input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit </div>
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